



State of Utah

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Lieutenant Governor

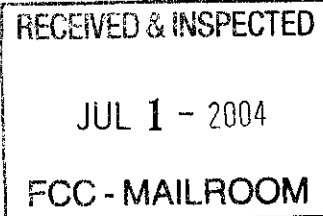
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Public Service Commission

RIC CAMPBELL
Chairman

CONSTANCE WHITE
Commissioner

TED BOYER
Commissioner



June 21, 2004

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, D.C. 20554

Re: TRS Consumer Complaints Log Summaries for the FCC

Dear Ms. Dortch:

In accordance with the Improved TRS Order issued in CC Docket 98-67 by the Federal Communications Commission (FCC) along with the order dated June 2, 2004, the Public Service Commission of Utah hereby submits the original and four (4) copies of Utah's TRS Complaints Log. Also Included is the original plus four (4) copies of the Consumer Complaints Log reports from Sprint, the state's TRS provider, and Sorenson Media, the state's VRS provider. Copies of the Consumer Complaints Log from the state of Utah, Sprint and Sorenson Media have been electronically sent to Erica Meyers with the Consumer & Governmental Affairs Bureau at Erica.Myers@fcc.gov. In addition, a diskette containing the aforementioned documents has been forwarded to the FCC's Copy Contractor.

For the period of June 1, 2003 through May 31, 2004, Sprint received a total of five customer complaints that were filed with supervisors at one of the eleven Sprint TRS Centers. All of the complaints received by the Administrator and the TRS Specialist with the Utah Public Service Commission were referred to Sprint and are included in their complaint records, therefore the Utah log does not reflect any complaints. All of the complaints were resolved in a timely fashion; and as far as we are aware, none of the complaints have escalated into action for the FCC.

For the period of June 1, 2003 - May 31, 2004, Sorenson Media processed a total of 50,409 video relay calls for calls originating or terminating in the State of Utah. Sorenson Media received a total of seven complaints, which represent approximately .01% of the total video relay calls process originating or terminating in the state of Utah. All complaints were resolved.

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Over the last two years the Utah Public Service Commission issued surveys to a majority of Relay Utah consumers. Approximately 100 surveys were returned each year and the Commission found that 95% of the respondents were satisfied with Relay Utah, whereas 5% of the respondents were dissatisfied. The respondents who were dissatisfied indicated no reasons for the dissatisfaction.

The Commission has released an RFP for a TRS provider for the contract period January 28, 2005 to January 28, 2008. The PSC has been actively gathering feedback from the Utah Relay users to help the Commission ensure a quality relay service for our state.

The Utah Public Service Commission, in the best interest of Relay Utah, continues to work in conjunction with the FCC and strives to be proactive in order to provide the best possible relay service for Utah residents.

Sincerely,

A handwritten signature in cursive script that reads "Julie Orchard". The signature is written in black ink and is positioned below the word "Sincerely,".

Julie Orchard
Commission Secretary
TRS Administrator
(801) 530-6713
(801) 530-6796
jorchard@utah.gov

Attachment #1: Utah Complaint Log Summary for TRS and VRS

Attachment #2: Sprint Summary of Complaints

Attachment #3: Sprint Annual Tally Report

Attachment #4: Sorenson Media Summary of Complaints

Sprint Telephone Relay Service Utah Complaint Log									
June 1, 2003- May 31, 2004									
COMPLAINT CATEGORY	DATE OF COMPLAINT	Caller ID Name of Caller	Record ID Interpreter ID	LOCATION OF CALLER	NATURE OF COMPLAINT	DATE OF RESOLUTION	RESOLUTION		

0 Complaints Recorded

Sorenson Media-Video Relay Service Utah Complaint Log.

June 1, 2003- May 31, 2004

COMPLAINT CATEGORY	DATE OF COMPLAINT	Caller Name of Caller	Record ID	LOCATION OF CALLER	NATURE OF COMPLAINT	DATE OF RESOLUTION	RESOLUTION
13	7/23/03	Jennifer Caldwell-Shewell	SLC-108	UT	Interpreter could not read caller very well.	8/6/03	Supervisor met with VI, regarding skill set issues. Trained VI on call types on 8/6, 8/8, 8/15, & 9/5. Supervisor and VI feel VI has resolved issues with being able to read specific deaf caller. The caller wanted the VI to receive additional training.
14	10/17/03	email	Gregory Scott	UT	Interpreter did not follow code of ethics regarding confidentiality	10/20/03	Interpreter was reminded of the confidentiality agreement that was signed upon hire and the emphasis placed on confidentiality during training, as well as the reminder memo that was released to all VRS centers reminding all VI that confidentiality must be followed at all times.
4	11/18/03	2455	132577	UT	I made a call through a "D.C." interpreter. I tried to give the hearing caller the next number and they hung up on me	11/18/03	The complaint was logged, no interpreter number was given in order to follow up on the complaint
8	11/30/03	2579	44587/Kelith Misch	UT	hearing caller received a message through VRS. This interpreter did not identify self or company.	11/30/03	All VIs were reminded that they must leave their interpreter number after the call.
6	1/12/04	3243	200786	UT	Dear caller felt interpreter from Gallaudet #474 while making a call this morning around 9:45 felt interpreter had bad attitude, unprofessional, gave caller no eye contact during the call, would listen to the hearing caller then interpret rather than sign.	1/13/04	Supervisor met with VI regarding attitude on the VRS System
1	2/3/04	4024	241463	UT	Caller complained that he waited 18 minutes for an interpreter and called Sorenson a "liar" and that the services haven't improved.	2/3/2004	VI apologized about the wait time.
13	4/5/04	7639	419794	UT	Interpreter 546 was unable to read my signs and understand what I was trying to say. The interpreter also interjected a personal question to the hearing caller in the middle of my conversation. I felt this was very unprofessional. Also I found out from the person I was calling who is a VRS interpreter that interpreter 546 did not clearly state what I was trying to say and was not able to have clear communication. Interpreter also wore inappropriate color of shirt. Much to bright. It seemed to be an orange color.	6/16/2004	VI met with supervisor. VI will not wear bright colors again. The VI does not recall the specific situation. But will request clarification from the caller if message was misunderstood. The VI is under supervision

end

Complaint Tracking for Utah

September 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4303Z	09/30/03	3	The caller tried to interrupt CA in the middle of recording to request for a live rep. CA ignored request and kept on typing the whole recording.	10/01/03	Spoke with CA on the need to be perceptive to the caller.
3070-J	09/02/03	4	Caller said the agent did not keep the caller informed during the call.	09/02/03	Coached CA to call for help raise assist flag whenever help is needed to set up the call properly.

Complaint Tracking for Utah

December 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3351J	12/06/03	17	CA did not explain relay servicesc and CA was extremely rude.	12/15/03	Appropriate action taken.

Complaint Tracking for Utah

January 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3492J	01/20/04	3	CA did not follow customer instructions. He also stated that the CA was slow typist.	01/20/04	Coached CA on following customer instructions. Reviewed vco to voice ans mach procedure.
3492J	01/20/04	7			

Relay Utah Customer Contact Summary June 2003 - May 2004



SERVICE COMPLAINTS											
#00	Answer Wait Time	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	PCT.
#01	Dial Out Time										
#02	Didn't Follow Database Inst.										
#03	Didn't Follow Cust. Instruct.				1				1		40%
#04	Didn't Keep Customer Informed				1						20%
#05	Agent Disconnected Caller										0%
#06	Poor Spelling										0%
#07	Typing Speed/Accuracy								1		20%
#08	Poor Voice Tone										0%
#09	Everything Relayed										0%
#10	HCO Procedures Not Followed										0%
#11	VCO Procedures Not Followed										0%
#12	Two-Line VCO Procedure Not F										0%
#13	Background Noise Not Typed										0%
#14	Feelings Not Described										0%
#15	Recording Feature Not Used										0%
#16	Noise in Center										0%
#17	Agent Was Rude										20%
#18	Problem Answer Machine										0%
#19	Spanish Service										0%
#20	Speech to Speech										0%
#21	Other Problem Type Complaint	0	0	0	2	0	0	1	2	0	5
TOTAL											
TECHNICAL COMPLAINTS											
#22	Lost Branding										
#23	Charged for Local Call										
#24	Trouble Linking Up										
#25	Line Disconnected										
#26	Garbled Message										
#27	Database Not Available										
#28	Split Screen										
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0
TOTAL											
MISCELLANEOUS COMPLAINTS											
#30	Rates										
#31	OSD										
#32	No 900 Number										
#33	Carrier of Choice										
#34	Network Recording										
#35	Other										
TOTAL											
TOTAL CONTACTS											
		0	0	0	2	0	0	1	2	0	5

Sorenson VRS Complaint Summary Sheet for 2003-2004

Complaint Type	VRS Complaints	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Total	% of All Complaints
1	Hold Times									1				1	14%
2	Did not follow callers request													0	0%
3	VI Signing/Fingerspelling was not clear													0	0%
4	VI Disconnected Caller						1							1	14%
5	Affect/Intent Not Described													0	0%
6	VI Was Rude								1					1	14%
7	VI Dress inappropriate													0	0%
8	Didn't Keep caller Informed						1							1	14%
9	Poor Voice Tone/Quality													0	0%
10	VCO Procedures Not Followed													0	0%
11	Background Noise Not Conveyed													0	0%
12	Visible and Audible noise in Center													0	0%
13	VI receptive skills inadequate		1									1		2	29%
14	Other Service Type:					1								1	14%
Total		0	1	0	0	1	2	0	1	1	0	1	0	7	100%

As a courtesy, Sorenson Media is submitting per advice from legal council, the 2003/2004 hold times/speed of answer tally. VRS is non-mandatory and speed of answer is currently under waiver.